

CALGARY
DROP-IN
CENTRE | **65**
Years



From Shelter to Stability

Report to Community

APRIL 1, 2025 – MARCH 31, 2026



Building pathways to community.

The Calgary Drop-In Centre helps unhoused Calgarians exit homelessness and find their way home.

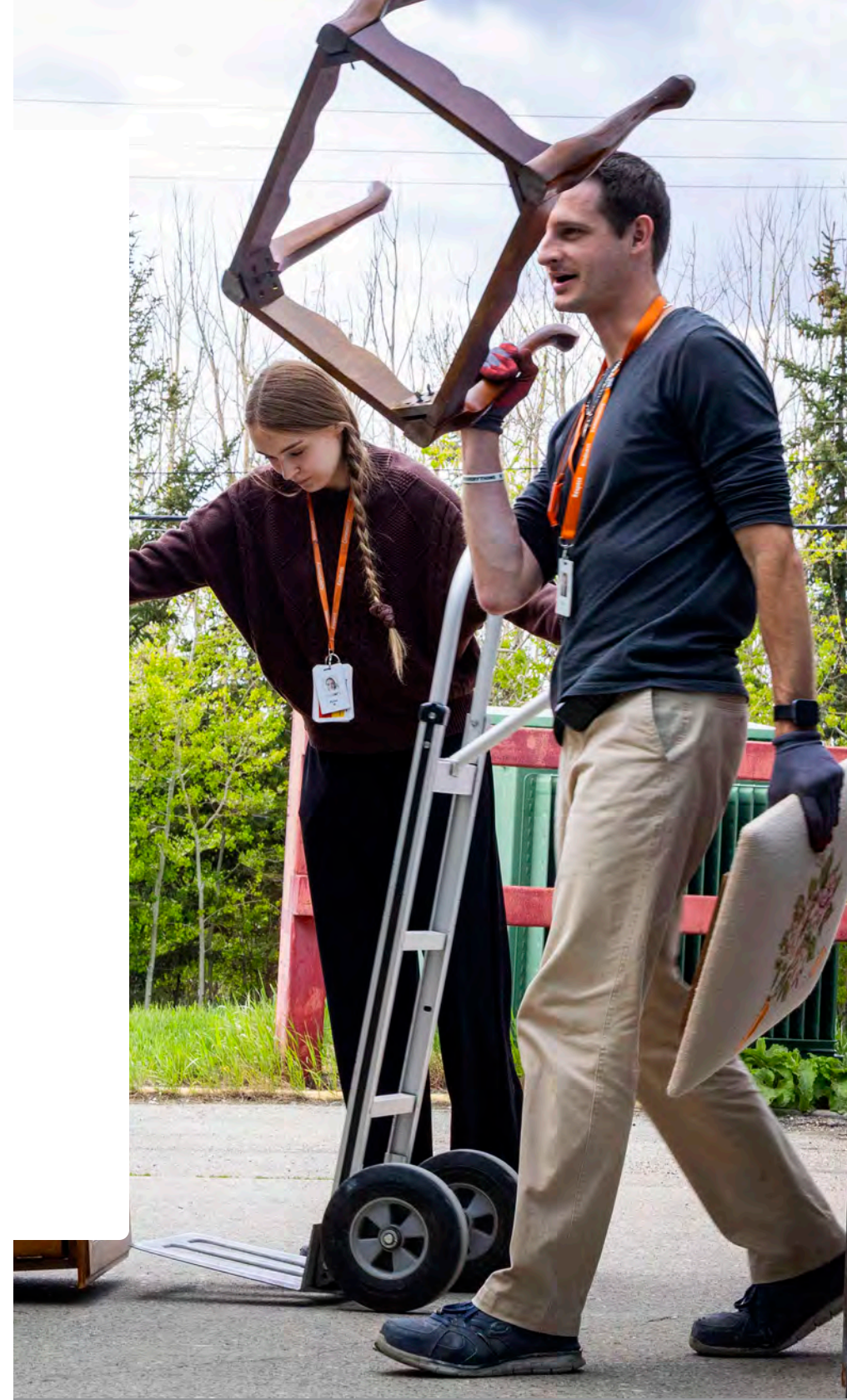
We Are All Treaty People

The Calgary Drop-In Centre acknowledges that we are on Treaty 7 territory. Reconciliation is the responsibility of all. We respect the oral practices and cultures of the people of the Blackfoot Confederacy of Siksika, Piikani, and Kainai First Nations, the Îyâxe Nakoda of Chiniki, Bearspaw, and Goodstoney First Nations, the Dene of the TsuuT'ina Nation, and recognize the contributions of the Inuit and the Otipemisiwak Métis Nation of Alberta Districts 5 and 6.

All of whom have been and continue to be strong stewards of these lands and efforts to enrich our communities. We commit to being a learning organization in efforts of reconciliation and decolonization.

Our Commitment to Our Guests

The wellbeing, privacy, and dignity of our guests is one of the most foundational parts of our reporting and storytelling practices. We deeply respect the lived and living experience of our guests. We understand that storytelling requires authenticity, yet ethical storytelling also requires informed and ongoing consent. If a guest is photographed, or their stories are told, their identifiable features will not be disclosed.



Emergency Shelter Guests Bill of Rights

The following Bill of Rights aims to ensure that guests accessing the Calgary Drop-In Centre are treated with dignity, provided essential services, and supported in their journey to regain stable housing.

1 To be Treated With Dignity & Respect

Everyone has the right to be treated with dignity and respect, regardless of their housing status.

2 Safe & Clean Environment

Everyone has the right to a safe, clean, and well-maintained shelter with access to basic amenities, including clean bedding and hygiene facilities.

3 Non-Discrimination

Individuals should not face discrimination based on their race, gender, age, religion, sexual orientation, disability, or any other characteristic.

4 Access to Services

Individuals have the right to access or discontinue a range of support services.

5 Nutritious Food

Individuals should receive regular, nutritious meals that meet their dietary needs.

6 Communication

Individuals have the right to open communication with shelter staff and the opportunity to voice concerns and provide feedback through a grievance procedure.

7 Freedom of Movement

Individuals have the right to leave and re-enter the shelter without losing their bed, within reasonable program limits.

8 Right to Make an Informed Choice & Give Informed Consent to Treatment

Individuals have the right to make choices about programs and services and should be informed about them before consenting.

9 Confidentiality

Individuals have the right for their information to be treated in a confidential manner, unless otherwise authorized by the guest.

10 Access to Advocates, Indigenous or other Cultural Supports

Individuals have the right to be supported with advocacy and cultural needs. Where internal resources do not exist, guests will be supported as much as possible to access resources externally.

Mission, Vision, Values

MISSION

Working with community to end homelessness, one person at a time.

VISION

A community where everyone can find their home.

VALUES

Kindness, Respect, Wellness, Accountability, Community.



A photograph of an older man with white hair, wearing a black baseball cap and a white long-sleeved shirt, sitting at a table in what appears to be a community center or dining hall. He is looking to his left. On the table in front of him are several plates of food, including what looks like a bowl of soup and some sliced items. The background is blurred, showing other people seated at tables. The text "We exist to help adults build a new beginning." is overlaid in white, with "beginning." highlighted in a dark orange box.

**We exist to help
adults build a new
beginning.**

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A Message from Leadership



Letter from Sandra Clarkson, President & CEO

As we close this fiscal year, I'm struck by both the pace of change at the Calgary Drop-In Centre (DI) and the growing alignment across our work. Across housing, shelter transformation, partnerships, and advocacy, we are pursuing a connected strategy to address homelessness in our city.

Calgary continues to grow, increasing pressure on housing and support systems. While the proportion of people experiencing homelessness has remained stable at about two out of every 1,000 residents since 2022, needs are becoming more complex, making it essential not only to maintain services, but to evolve how they are delivered.

Housing remains at the centre of this work. Over the past year, we advanced discussions with partners to expand affordable and deeply affordable housing opportunities.

We are evolving how shelter services are delivered. We are exploring a model that shifts from a single, centralized approach to a potential network of smaller, community-based locations, helping people access services and strengthening connections to health, social supports, and housing pathways. Planning is underway to assess feasibility, impacts, and outcomes and to build a data-driven and evidence-based case for change.

We also continue to maximize the resources entrusted to us. This year, the Free Goods Program generated more than \$2.1 million in operational

savings through in-kind donations, tangible support from strong community partnerships.

Even with progress, the funding environment remains uncertain. Time-limited federal funding ended, and we made the difficult decision to conclude two successful pilot programs, Vicinity Outreach and the Encampment Shelter. Their impact reinforced what targeted, client-centred investments can achieve, and the need for more sustainable funding models.

These moments require us to adapt and stay focused on what works. We have seen the impact of coordinated interventions for people facing the highest vulnerability, and we will continue to advocate for these approaches while exploring practical ways to deliver them within current constraints.

Looking ahead, I'm confident in our direction. Our strength is not only in what we deliver, but in how we work, with collaboration, humility, and a willingness to lead change, including the shift toward more community-based services where it improves outcomes. Together with our partners, we will keep building a more responsive, integrated system that meets people with dignity, care, and a clear pathway to housing.

With kindness,

A handwritten signature in black ink that reads "S. Clarkson".

Sandra Clarkson, President & CEO
Calgary Drop-In Centre



Letter from Mirela Hiti, Board Chair

In what feels like a blink of an eye, another year is behind us. And while time always moves forward, the pace at which our community's needs are growing is unmistakable.

The numbers tell the story clearly.

Over the past year, demand across our programs has continued to rise. More people have turned to us for support, and we have responded by delivering more services, more efficiently, and with the same commitment to dignity, kindness, and respect that guides all our work. Most importantly, our housing outcomes continue to strengthen. Last year, 581 individuals secured a place to call home with support from the DI - a 14% increase over the previous year. Each of these housing placements represents stability, safety, and a tangible step toward ending homelessness.

As one of the largest homelessness-serving organizations in North America, the DI, alongside our peer organizations, is operating in an environment of sustained pressure and pushing the limits of our capacity. This reinforces a critical truth: without strong housing pathways, more people would remain unhoused, year after year.

Housing is the solution that changes the trajectory, not just for individuals, but for our entire community.

Over the past year, the DI has focused not only on meeting immediate needs, but also on advancing longer-term, sustainable solutions. Working alongside our peers, government, and community partners, we are intentionally strengthening systems that prioritize housing outcomes tailored to each individual's needs. The year ahead will build on this momentum with even greater focus and conviction.

Homelessness is a collective challenge, one that shapes the health of our communities and our shared future. I invite you to read further, ask deeper questions, and engage with curiosity. If you feel compelled, join us in this work: volunteer, donate goods, or support our programs through financial contributions. Our results show that change is possible. Together, we are helping people move from homelessness to home.

With kindness,

Mirela Hiti, Board Chair
Calgary Drop-In Centre

Board of Directors



Duane Alexander
BOARD STRATEGY AND RISK LIAISON
Retired Business Executive



Mirela Hiti
BOARD CHAIR
VP, Engineering, Gibson Energy



Aman Bagga
DIRECTOR
Partner, Technology & Transformation,
Deloitte



Colan Kee
BOARD VICE CHAIR
VP, People & Culture, Enerflex Ltd.



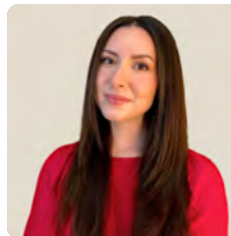
Nathan Drury
DIRECTOR
VP, Investment Sales, Avison & Young



Ayesha Khory
DIRECTOR
Emergency Room Physician, AHS



Sydney Frazer
BOARD TREASURER
Sr. Manager, Finance Transformation,
Assurance Deloitte Canada



Morgan Laboucan
DIRECTOR
Program Director, The Verna J. Kirkness
Education Foundation

The Calgary Drop-In Centre Board of Directors is comprised of experienced and passionate volunteers who help steer our organization. We are all incredibly grateful for their year-round commitment and support.



Sangeeta Lalli

DIRECTOR

Public Policy Director, Telus
Agriculture & Consumer Goods



Lawrence Rice

DIRECTOR

Director, M&A, Sunoco LP



Chris Montgomery

DIRECTOR

Sr. VP & Chief Policy Officer, Explorers
and Producers Association of Canada
(EPAC)



Kyle Russell

BOARD SECRETARY

VP, Operations & Experience, Regina
Exhibition Association Ltd. (REAL
District)



Asif Rashid M.O.M.

DIRECTOR

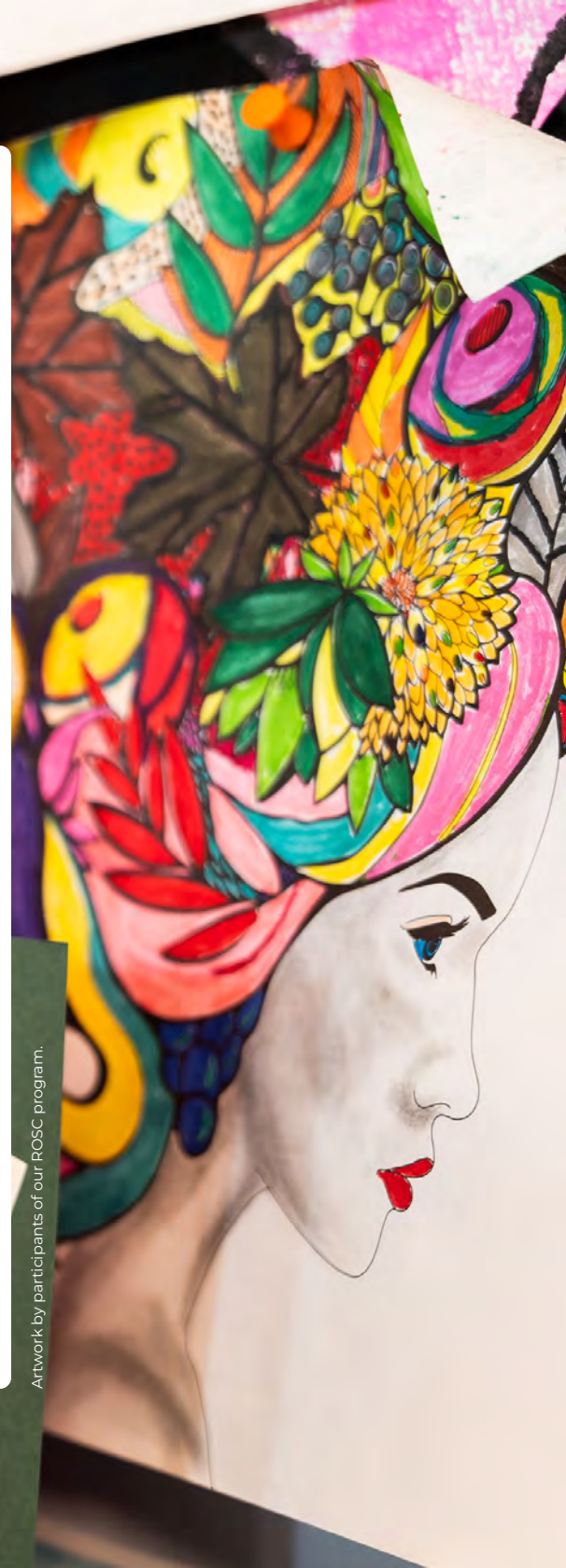
Deputy Chief, Bureau of Investigative
Support, Calgary Police Service



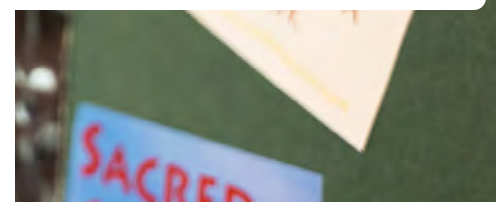
Lubna Saleem

DIRECTOR

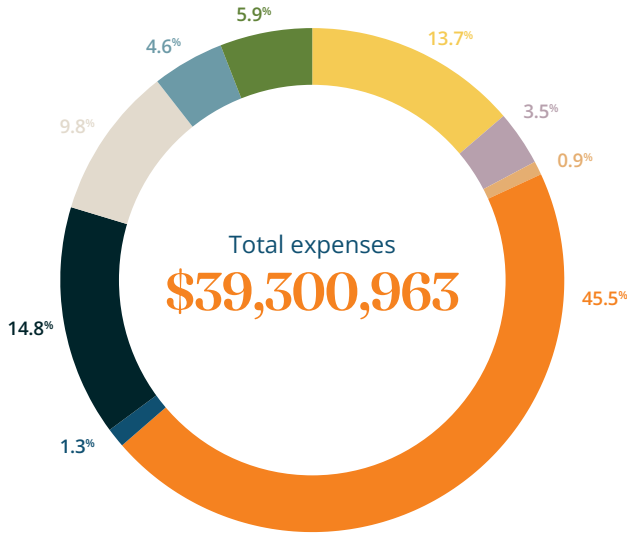
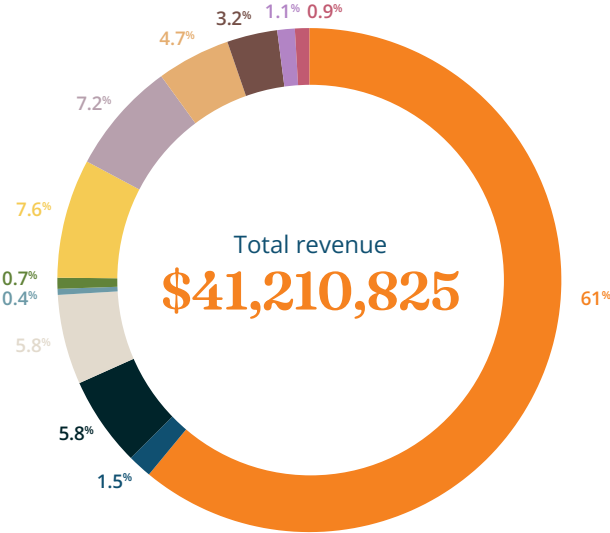
Finance Director, Momentum
Community Economic Development



Artwork by participants of our ROSC program.



Financials



- GOVERNMENT OF ALBERTA **\$25,131,526**
- RECOVERY ALBERTA **\$2,376,690**
- CALGARY HOMELESS FOUNDATION **\$2,374,905**
- CITY OF CALGARY **\$158,197**
- OTHER GRANTS **\$290,364**
- DONATIONS **\$3,150,358**
- RENTAL REVENUE **\$2,969,549**
- GIFTS IN-KIND **\$1,946,955***
- UTILIZATION OF DEFERRED CONTRIBUTIONS **\$1,332,458**
- OTHER REVENUE **\$462,748**
- INTEREST INCOME **\$378,769**
- AMORTIZATION: **\$638,306**

- EMERGENCY SHELTER **\$17,885,609**
- FREE GOODS PROGRAM **\$492,721**
- HEALTH & RECOVERY SERVICES **\$5,817,785**
- HOUSING **\$3,845,151**
- MIXED MARKET FACILITIES **\$1,814,961**
- ADMIN **\$2,328,847**
- AGENCY SUPPORT **\$5,389,092**
- AMORTIZATION **\$1,381,010**
- FUNDRAISING **\$345,787**

* Excludes gifts-in-kind ineligible for a tax receipt

Statement from Treasurer



The Society closed the most recent fiscal year in a resilient and stable financial position, marked by continued strength in our cash balance and net assets. While operating cash flows and overall net position experienced some pressure during the year, both remained positive, reflecting disciplined financial management and the Society's ability to continue delivering on its mandate. This performance has been supported by strong fiscal stewardship of the Capital Modernization project, which has delivered meaningful upgrades across our facilities and strengthens our ability to support individuals experiencing homelessness.

In the context of continued political and economic uncertainty, it remains important for management to stay vigilant by closely monitoring financial performance, stewarding resources prudently, and maintaining the flexibility needed to respond to evolving conditions. I am confident that the governance, controls, and financial safeguards in place, combined with management's proactive approach, position the Society to remain financially sustainable and resilient.


I would also like to recognize management for their continued focus on strengthening processes and internal controls, while actively seeking opportunities to deliver deeper financial insight and long-term value for the organization. The Society's ability to combine sound financial stewardship with meaningful community impact is a reflection of this commitment. I am deeply grateful for the dedication of the Society, its leadership, and its members in supporting individuals facing homelessness and addiction with compassion, dignity, and purpose. On behalf of the Board, I extend sincere thanks to my fellow Board members, and to the management team, staff, and volunteers whose commitment makes this impact possible every day.

With kindness,

A handwritten signature in black ink, appearing to read 'Sydney Frazer'.

Sydney Frazer, Treasurer of the Board
Calgary Drop-In Centre





**We work towards
ending, not
simply managing,
experiences of
homelessness.**

65 Years of Building Pathways to Community

Over many decades, the Calgary Drop-In Centre has evolved from a safe place to rest to a sophisticated system of care designed to empower people to find their way home.



1961

Calgary Friendship Centre Opens

A group of caring Calgarians come together to open a space for their unhoused neighbours to have hot coffee, meals, and connection.



2001

Emergency Shelter Built

To accommodate the growing number of unhoused Calgarians, the DI builds and opens a large scale shelter with the capacity to shelter roughly 500 people.



2017

Shelter Transforms to Housing Focus

The DI undergoes a massive philosophical shift to becoming a housing-focused emergency shelter, leading the way for other shelters across Canada.



2023

Recovery-Oriented System of Care Launches

Prioritizing health and recovery, the DI launches accessible Withdrawal Management and Recovery Transition programs.



2026

Evolution of Services Exploration Begins

In collaboration with key interest holders, the DI works to answer the question, “**What would it take to house every unhoused person in our care?**”

Strategic Plan: Pathways to Home

Our 2024-2030 Strategic Plan lays out our roadmap to improve the ways in which homelessness is addressed at the Calgary Drop-In Centre. Our goal over these years is to minimize the impacts of homelessness by increasing access to, expanding the range of, and improving the outcomes of supports.

Our strategic priorities are focused on four key areas including our staff, the people we serve, organizational vitality, and collaborative community leadership.

1 Employees & Workplace Culture

- Design and implement talent acquisition, team member engagement and development frameworks.
- Embed diversity, equity, and inclusion across all employee-centred activities.
- Leverage two-way communication throughout the agency.
- Enhance occupational health, and safety (physical and psychological).

2 People Accessing Our Services & Facilities

- Better understand who we are serving.
- Better address and enhance safety for guests.
- Pursue specialized lower capacity and alternate shelter options for people.
- Embed housing-focused standards across the agency.

3 Organizational Vitality

- Strengthen our financial position and available resources.
- Establish succession planning.
- Proactively use data to inform our work.
- Enhance technology across the agency.
- Improve and maintain the improved condition of physical assets.
- Configure physical assets, including land and property, to best realize our mission.

4 Collaborative Community Leadership

- Integrate housing-focused service standards sector-wide.
- Strengthen relationships with neighbouring communities.
- Promote collaboration across organizations.
- Advance the DI's public policy advocacy.
- Expand and influence housing options after homelessness.
- Increase advocacy across the care continuum.

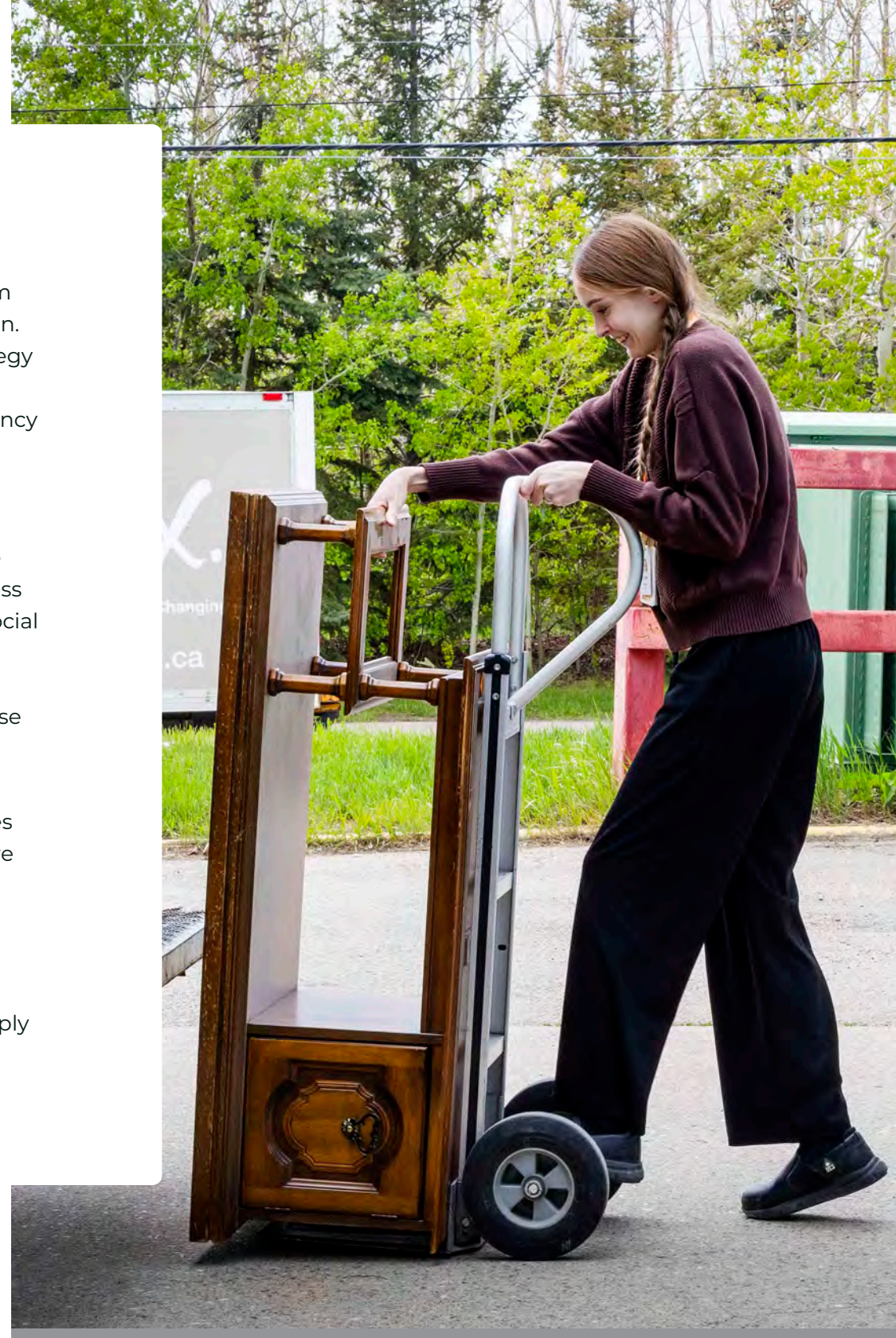
Strategic Plan Year Two Highlights

1 Employees & Workplace Culture: We advanced all aspects of our talent acquisition strategy to ensure we attract and retain team members who share in our values and are dedicated to our mission. Moreover, we implemented a comprehensive compensation strategy grounded in our organizational philosophy and core values. This approach was designed to promote fairness, equity, and transparency across all levels of the organization.

2 People Accessing Our Services & Facilities: We are exploring the potential of modernizing our shelter model to better meet the needs of an increasingly complex population, helping people access services and strengthening connections to health and recovery, social supports, and housing pathways. Planning is underway to assess feasibility, impacts, and outcomes and to build a data-driven and evidence-based case to evolve to meet the changing needs of those we serve.

3 Organizational Vitality: We continue to maximize the resources entrusted to us. This year, the Free Goods Program generated more than \$2.1 million in operational savings through in-kind donations, tangible support from strong community partnerships.

4 Collaborative Community Leadership: Over the past year, we advanced discussions with partners to expand affordable and deeply affordable housing opportunities.

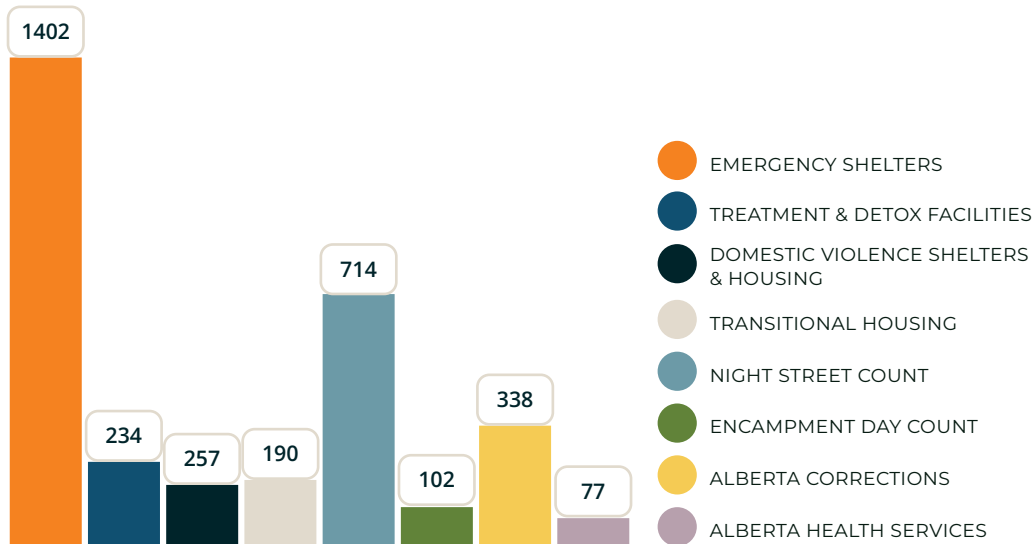


State of Homelessness

Homelessness is a complex problem that is extremely challenging to tackle, particularly as there is no single factor that causes it. Homelessness in Calgary is also changing, particularly at the intersections of housing instability with mental health, addiction, medical fragility, and economic pressures. These issues now sit at the crossroads of multiple public systems. Importantly, the people we serve at the DI are navigating challenges that cannot be solved by any one organization alone.

Despite this, Calgary has risen to the challenge, successfully keeping the rate of homelessness below 3% of our city's population for almost two decades.

Calgary Homeless Foundation Point in Time (PiT) Count (by Location)

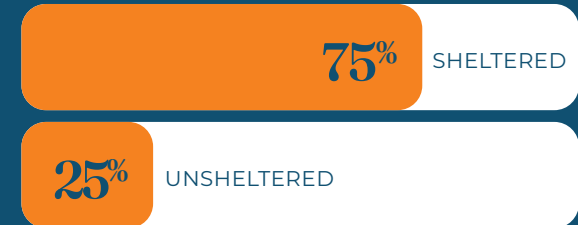


PiT report based on October 9, 2025 (Calgary Homeless Foundation)

2 out of 1000
Calgarians
experience
homelessness

3,314

Individuals and heads of households were identified as experiencing homelessness during the 2025 PiT count



Since 2008:



Source: Calgary Homeless Foundation

Another way to understand the current state of homelessness in Calgary goes beyond the numbers and into the context. No two people share the same story, but we know that:

- Indigenous people are highly over-represented, accounting for approximately 25–30% despite only representing roughly 3% of Calgary's overall population.
- Approximately 75% of people experiencing homelessness in Calgary stay in shelters and 25% are unsheltered.

Data like this must inform solutions.

The question of why someone faces housing precarity can have myriad answers. Insufficient income, familial issues, and substance use have been cited as major causes, but we know that even these are symptoms of deeper roots in trauma and upstream system failures.

On top of the complex experiences of those we serve, there is also not enough of the right kinds of housing available in our city.

Without a reliable place to live, it is nearly impossible to maintain health, employment, or connection. Yet safe, affordable housing remains out of reach for many low-income Calgarians. Currently, only 3.5% of Calgary's total housing stock is non-market: half the rate of many large Canadian cities (accessiblehousing.ca).

The number of people in need of secure, safe housing exceeds the available supply. There is also a need for different types of housing. For example, accessible housing: the supply of housing that is both affordable and accessible remains critically low. Although approximately 27% of Albertans aged 15 and older report living with a disability, estimates suggest that fewer than 3% of affordable units in Alberta meet accessibility standards (accessiblehousing.ca).

The City of Calgary's Home is Here Housing Strategy has helped accelerate housing construction overall, with Calgary leading major Canadian cities in housing starts and completions in 2024 and 2025. As a city, we have done and continue to do important work, and there is still a long road ahead.

Each story has a different beginning, and each challenge has a different solution. A person experiencing homelessness might require highly supportive housing due to mental health, addiction, or other medical needs, they might seek culturally appropriate environments to allow for true healing, or they might simply need help accessing first and last month's rent. The pathways out of homelessness are vast and varied, but housing is always part of the solution.

What types of housing are there?

- **Market Housing:** Housing provided by the private market without financial subsidy including privately owned rental housing, condos, single family homes.
- **Non-Market Housing:** Housing provided for households whose needs exceed what's accessible in the private market.
 - **Affordable Housing:** Housing offered up to 10% below market.
 - **Deeply Affordable Housing:** Housing offered ~60% of median market rent or lower.
 - **Supportive Housing:** Housing that offers on-site support services.
 - **Accessible Housing:** Housing designed or modified to accommodate people with mobility limitations.



Summary of Our Year

The DI continues to support Calgary's most vulnerable people who find themselves with nowhere else to go.

Last year, we saw a 3% increase in unique people served. That is, we saw 9,069 people last year compared to 8,789 in 2024-25.

Our Impact:

- 1) We helped people find a home 581 times and connected people to natural supports 226 times for a total of 807 successful outcomes.
- 2) Our Episodic Medical Care Clinic provided 19,845 appointments for 1,117 people.
- 3) Our Rapid Response team provided emergency health support to 1,913 unique people.
- 4) Our internal response to the drug crisis reduced Emergency Medical Services (EMS) and Calgary Fire Department (CFD) calls to the DI by 83%.
- 5) We had 690 admissions into our Withdrawal Management program and 335 admissions in our Recovery Transition Program.
- 6) We helped 3,018 households furnish their new home and improve their standard of life.
- 7) We were exceptionally resourceful with community donations to our Free Goods Program and saved the organization \$2.1 million in expenses.

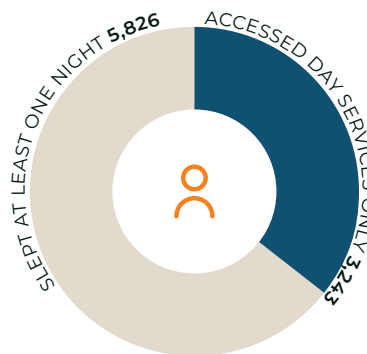
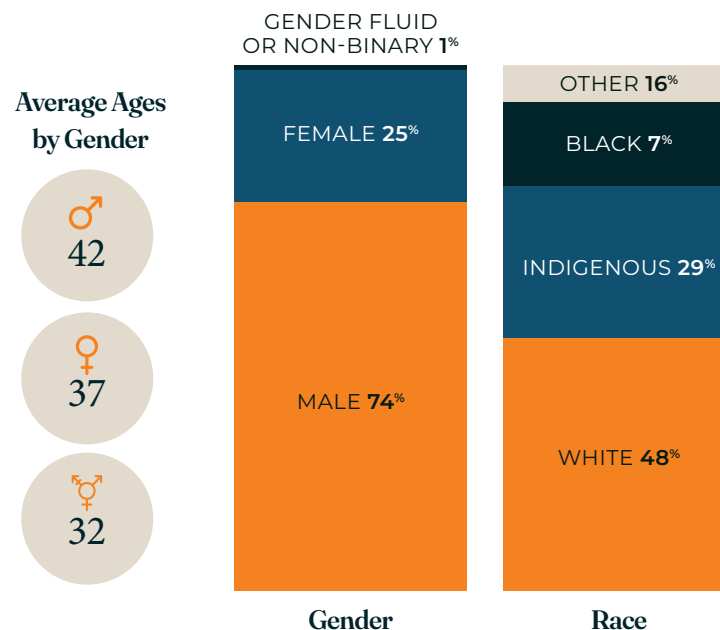
At the same time the cost of living continues to rise and affordable and deeply affordable housing remains a critical challenge, the DI continues to advocate for the importance of increasing our housing supply, increasing staff wages, and improving mental health and addictions supports for people living independently.

The DI firmly believes that accessible, affordable, and supportive housing is the solution to end homelessness. Our housing-focused approach prioritizes providing appropriate and permanent housing solutions, with or without support, depending on the unique needs of each individual.

Since adopting this model in 2017, the DI has seen remarkable success – we have found housing for guests 3,619 times. This accounts for an approximate 63% decrease in long-term shelter stayers, which we define as someone who has stayed in one of our shelters for more than 70% of the past year.

Who We Serve

We serve adults who are experiencing or are at risk of experiencing homelessness, which is a diverse and vulnerable population. Last year, we served 9,069 unique people including 3,243 who checked in to our Day Programs and not emergency shelter. This means they did not sleep a single night in any of our shelters. Many people have a history of significant trauma, and some face substance use disorders and/or mental or physical health challenges. Other reasons people experience poverty and homelessness are job loss, a break down in family supports, immigration, and the ongoing negative impacts of colonization.



We helped people end their homelessness 807 times

Out of 5,826 people who slept in our shelters at least one time, we helped 807 people end their homelessness. We know that not everyone's journey is fully visible to us. It's likely that many of the remaining 5,052 people may have found housing or support elsewhere. This uncertainty is part of our work's complexity.

What It Takes at the DI

For 65 years, the DI has been on the frontlines of helping people experiencing homelessness get their needs met, but as the needs of the people change, so have our services. Over the years and through our housing-focused transformation, we have continuously expanded our services including: Health Services, Diversion and Rapid Resolution services, Recovery-Oriented Services, Community Case Management, and Housing Specialists. We have also added three housing buildings to our portfolio, owning and operating our own Affordable and Supportive Housing Programs. In addition, our Free Goods Program exists to increase housing stability by equipping someone exiting homelessness with everything they might need to make a house a home. We are not a “status quo” organization, and we pride ourselves on being nimble, responsive, and innovative when it comes to solving evolving issues.

Now, we find ourselves at a crossroads. With the reality of homelessness in Calgary today, we serve an average of 811 people daily in our emergency shelters, which fluctuates depending on the season. To put this number into context: the DI serves a number of individuals every day that is higher than many other cities' entire systems of care.

Homeless-serving systems have traditionally been designed to manage issues of homelessness, and we see our housing-focused work as an opportunity to design a system geared towards *ending* experiences of homelessness.

At the DI we do not take this responsibility lightly and therefore treat the breadth of our services as a system of care, designing our programs and services in a way that best encourages flow from intake to stability, whatever that looks like for an individual.

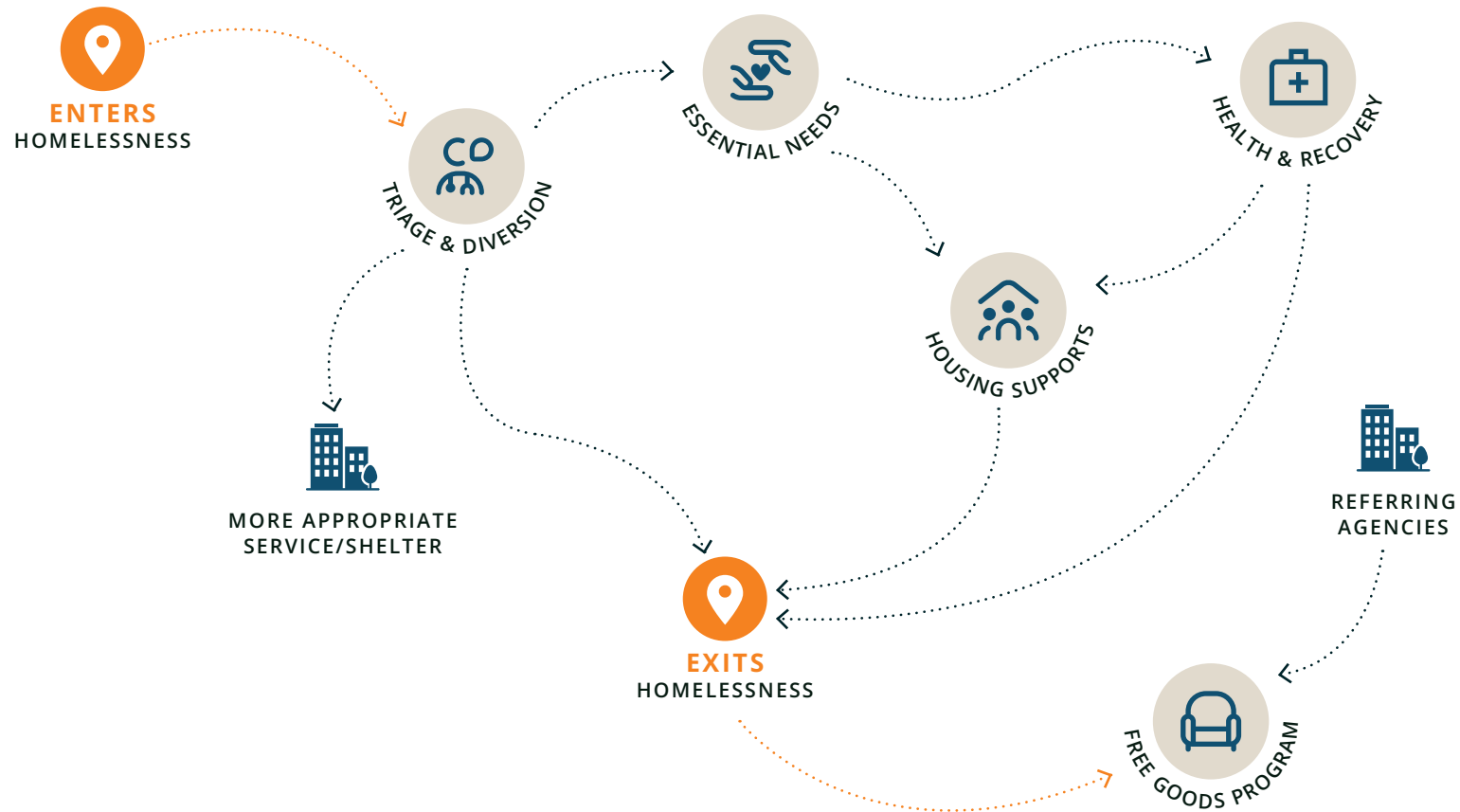
How have we done this over the past year? We prioritize flow within our services. This flow begins from the very first interaction. For example, for each of the 9,069 individual people who accessed our shelter programs last year, we worked to stabilize someone in crisis in whatever way they may need. For some people that looked like connecting them with medications or supporting them in obtaining IDs required to sign a lease. All our work is done with the goal of leading towards a positive outflow from homelessness entirely.



From Shelter to Housing

Calgary Drop-In Centre's System of Care Flow

Each person's pathway out of homelessness is unique and rarely linear. The model is for demonstrative purposes only.



Pulse for Good: Guest Feedback Creates Change

Listening to the voices of the people we serve is essential to how we grow, improve, and deliver care. Through our Pulse for Good surveys, also known as Guest Feedback Surveys, we aim to create meaningful opportunities for guests to share their experiences in a way that is honest, anonymous, and can impact change.

Pulse for Good is the partner organization we work with to deliver this platform. Connected through shared values and a commitment to improving service experiences, we have developed an ongoing relationship to bring Guest Feedback Surveys to the DI in a way that is accessible and responsive,

Since launching in 2023, we have collected nearly 7,000 responses, making the DI the first organization in Canada to implement this system. These surveys are available across all our programs offering valuable insights into food quality, safety, cleanliness, staff support, and overall program experience.

In addition to guest feedback, the system

has also been used to gather input from staff and community partners, helping to strengthen collaboration and alignment across the agency.

What makes this feedback so powerful is its authenticity. The surveys are independent and unfiltered, allowing people to share what they truly think and feel. Responses include a mix of ratings, multiple choice answers, and open text, and can be completed in over 100 languages.

The impact of this feedback is real and ongoing. Pulse for Good is not just about collecting data, it is about taking action. Results are shared with both staff and guests, creating transparency and accountability.

The feedback itself reflects both appreciation and opportunity. Guests have shared suggestions such as, **“Soft food for no teeth would help,”** and **“More mental health and counselling services would make a difference.”** These perspectives offer a direct window into daily life at the DI and help guide practical, meaningful improvements.

Feedback Led to the Following Improvements:

Shelter Improvements:

- Dated blinds were replaced with window film
- Additional cleaners were contracted to deep-clean specific areas that guests were concerned about, including bed frames, stairwells and graffiti

Food and Meal Service:

- Swapped out juice for water because guests requested healthier options

Staff and Guest Communication:

- Improved training around trauma-informed practices, de-escalation, and policies and procedures
- TVs were installed throughout the building to showcase information guests were asking to see like news events, DI updates, and weather



Our Programs

A Housing-Focused Emergency Shelter

What is a Housing-Focused Shelter?

A housing-focused shelter is more than just a place to sleep, it's a launchpad to stable housing. While meeting immediate needs like safety, food, and hygiene, our main goal is to help people move out of homelessness quickly and permanently. We work closely with each guest to connect them with housing options, supports, and services that lead to long-term stability.

Every program and service offered is intentionally focused on ending an individual's experience with homelessness and toward permanent housing as quickly as possible.

Extreme Weather Response

During extreme weather, we often get close to our maximum capacity of 1,028 between both of our shelters, given Alberta's frigid temperatures during the winter. When we are at full capacity, it takes some creativity and patience as it means we are required to move things around and place mats in areas that are usually office space. We do whatever it takes, including working with our peers in the sector, and we have never turned anyone away due to capacity issues. By working together with Calgary Homeless Foundation, Alpha House, Mustard Seed, Salvation Army, and others, we collectively provide more sustainable and efficient support to those who rely on all of us.

Community Impact

For donors, neighbours, and the broader community, the Calgary Drop-In Centre Emergency Shelter represents a life saving service. By meeting immediate needs of shelter, food, hygiene, and safety, the program reduces harm, assists with basic needs, and helps stabilize individuals who might otherwise be living outdoors or in unsafe conditions.

Our emergency shelters are not long term solutions for individuals, rather they are a critical part of the continuum of care.

1 Rapid Resolution

Description

Our Rapid Resolution team, previously referred to as Diversion, actively engages new or returning guests (i.e. guests who have not stayed with us for 6 months or longer) to help prevent unnecessary entry into the emergency shelter or to support their exit as quickly as possible.

To do this, we make assessments of each person's needs and risk while providing as much information about our services as we can. We also make appropriate referrals to other agencies when a guest's needs cannot be met internally. Additionally, we coordinate services for guests who require permanent housing, health care, financial assistance, and/or job training. This work is grounded in compassion for people facing difficult circumstances and we collaborate with our community partners to build social capital for individuals who find themselves in need of support.

The Rapid Resolution program works within a 21-day timeframe, which starts on the first day a guest requires services. If a guest requires additional support beyond that period, we refer them to our DI Housing Supports team for continued assistance.

Outputs & Outcomes

★ Wins

- We built strong relationships with numerous external agencies, enhancing wrap-around support for individuals transitioning back into the community.
- We successfully found housing for guests who were new to homelessness, and we helped people make their way back to their families and original communities or countries. Most of these successes took place within 21-days.
- We expanded our professional knowledge in the field, which strengthened our service delivery and guest outcomes.

18%

OF ALL DI SHELTER GUESTS HAD **NEVER** STAYED WITH US BEFORE



17

AVERAGE # OF DAYS SPENT IN RAPID RESOLUTION PROGRAM

87

NEW GUESTS PER MONTH (AVG)



Challenges & Learning

Some of the challenges we faced this past year had to do with communication. For example, we received valuable guest feedback that miscommunication, or a lack of communication between support agencies, led to difficulties when trying to access supports. This feedback was taken seriously, and we've worked hard to strengthen our processes and collaboration efforts with our peers in the sector.

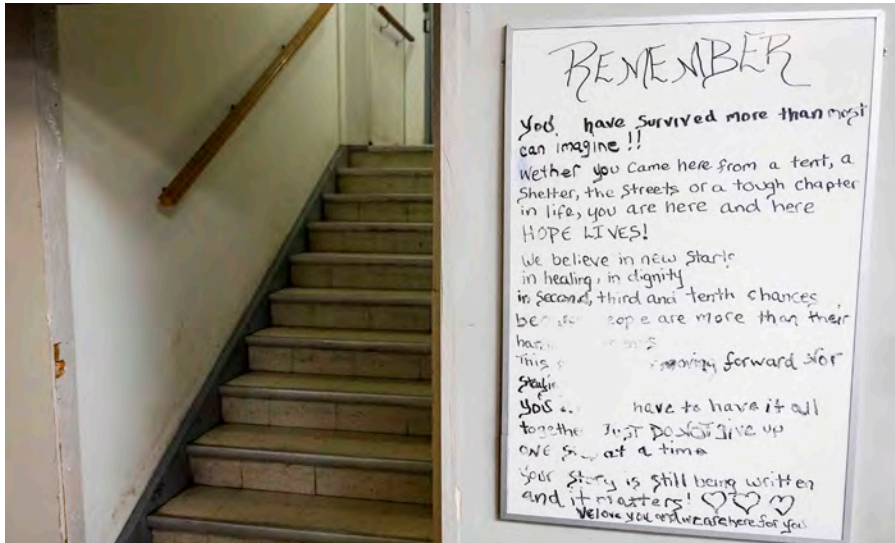
We've also learned a lot about effective communication with guests. Each year, we understand more deeply that a trauma-informed and person-centered approach is critical to meeting guests where they are and responding to their unique needs. We've made strong efforts to incorporate active listening, patience, and respect when supporting all guests, because we know that safety and trust is key to helping someone overcome

one of the most challenging chapters of their life. Another challenge we face from time to time is a language barrier with our guests, and we have implemented as many protocols as possible including using Google Translate, offering surveys in multiple languages, and having bilingual staff wear buttons that indicate which languages they speak.

At the same time, our team is tasked with effectively managing guests' expectations when it comes to their housing goals. Given the state of the economy and the limited affordable and deeply affordable housing supply, there aren't always a lot of housing options to choose from. We continue to do our best to find the most appropriate solutions for each person's goals and circumstances.

Trends

During this reporting period, our team helped 357 people avoid homelessness compared to 203 people in the previous reporting period, marking a 76% increase in successful rapid resolution outcomes.



Impact Story

"Coming to the [DI] with my wife was one of the best decisions we ever made," said one guest.

A couple came from Africa to Canada as refugee claimants with no friends or relatives in the country. They came to seek protection and provide a better life for their family. When they landed at the airport, they asked for shelter and the first option they were given was the DI because we could accommodate both of them and were open 24 hours a day.

Immediately, they came into the building where they were referred to the Rapid Resolution office and assigned a support worker. Together, we created a plan that included how to gain income, how to submit refugee claimant documents, and how we would help them find appropriate housing. We provided the couple with bus tickets so they could travel to different offices for work permits and medical appointments, and within two weeks, they had Alberta Works income support and work permits.

Within the third week, the guests submitted all required documents to Immigration. Even though Rapid Resolution did not house them directly due to the time frame, the team laid a strong foundation for them in Canada as newcomers, from getting income, having legal documents, and having a sense of belonging as they still took care of the kids back in Africa. Today, they are happily housed, working, and proud that they started their process at the DI.

II Emergency Shelter

Description

The Calgary Drop-In Centre's emergency shelters provide 24-hour, low-barrier shelter and essential supports for adults experiencing homelessness in Calgary. Our emergency shelters have the combined capacity to support up to 1,028 individuals each night, which includes our satellite shelter that supports up to 120 per night. On average, our shelters were at 79% capacity last year and increased to 85% capacity over the winter months.

The shelter is designed to be accessible and inclusive. Individuals are not turned away due to substance use, mental health challenges, or lack of identification. This low-barrier approach

helps ensure that people facing the greatest risks are able to access warmth, safety, and basic necessities when they need them most.

Safety and Community Responsibility

Our emergency shelters operate with a strong focus on safety for guests, staff, and the surrounding community. A team of trained full-time and casual staff provide 24/7 support, de-escalation assistance, and coordinated responses to complex situations in both of our emergency shelters. While operating a large, congregate shelter presents challenges, maintaining a safe and respectful environment is a top priority.

Shelter Spaces Available 24/7	Average Occupancy Summer April to September	Average Occupancy Winter October to March	Difference Between Summer to Winter
Riverfront For individuals who need medical monitoring	11	46	318%
2nd Floor Female General sleeping area (mats)	27	54	100%
2nd Floor Male General sleeping area (mats)	74	119	61%
2nd Floor Gender Diverse Space General sleeping area (bunks)	1	1	0%
3rd Floor Female General sleeping area (bunks)	57	62	9%
3rd Floor Male General sleeping area (bunks)	197	210	7%
4th Floor Male For men working with Housing or Health departments	89	78	-12%
4th Floor Overflow For gender diverse individuals, or used as an overflow space when required	3	8	167%
5th Floor Female For women working with Housing or Health departments	54	56	4%
2507 Male Secondary shelter building for sober individuals	107	89	-17%
Encampment Shelter For individuals who were previously living in encampments	17	22	29%
Day Sleep For individuals who need rest during the day	114	127	11%
Total Average	751	872	16%

Outputs & Outcomes

★ Wins

- Opening our 2507 satellite shelter has helped more people access housing due to its smaller size and more specialized supports.
- We re-started our Emergency Shelter Volunteer program, which has been a huge help to daily operations, particularly in the winter months, contributing to over 18,000 total shelter volunteer hours, which is the equivalent of 8.6 full-time employees.

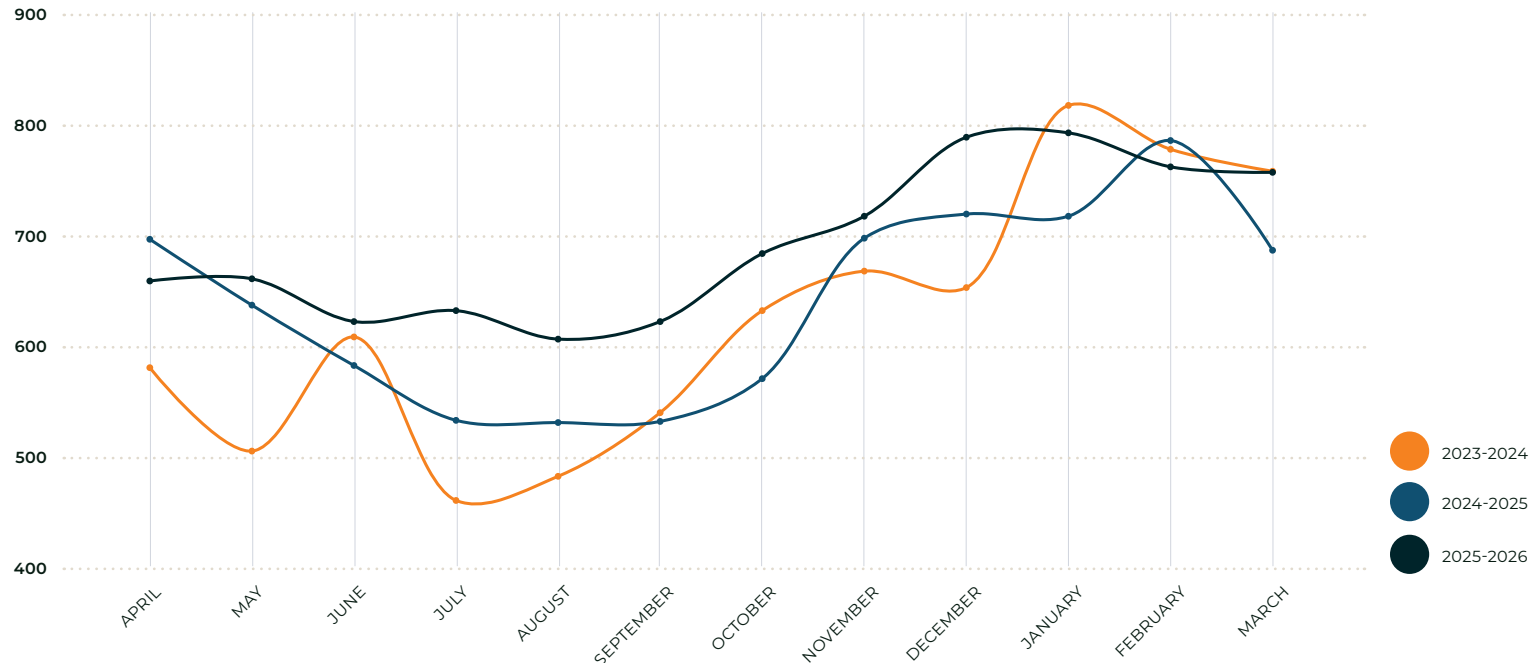
Our shelter spaces can accommodate up to 1,028 people and last year, we saw an average of 812 people across seasons.

Challenges & Learning

Operating a large-scale emergency shelter comes with its challenges and we are continuously learning and adapting to ensure we are operating with efficiency, compassion, and safety. We continue to take guest feedback seriously and have made improvements wherever we can. At the same time, we offer continuous training in a variety of areas. For example, this past year, we conducted more intensive training for safe fire drills and evacuations. This training has helped team members feel more at ease and well prepared in the case of emergencies.

Trends

We have seen a 7% increase in shelter guests (i.e. those who slept at least one night) compared to our last reporting period. More specifically, 5,826 people slept in one of our emergency shelter spaces last year compared to 5,446 people the year prior.





Impact Story

“Lois” (not her real name) was seen on the third floor struggling to study for an entrance exam required for college. After learning about her goals, a staff member helped her find quieter spaces within the shelter and checked in with her regularly for several weeks. Lois was accepted into an IT/computer programming program, but continued to struggle due to the lack of quiet study space and missed meals while studying at the library.

Despite working with our Housing team, Lois could only find shared accommodations that would not meet her needs, so she chose to keep staying with us instead. One day, Lois expressed feeling overwhelmed and considered leaving school and returning to substance use. After a long conversation and brainstorming, we explored the possibility of a private room through Salvation Army housing.

A week later, Lois returned to share that she had secured a private room and was thriving, even maintaining a 90% average in school. She left the shelter with confidence and optimism for her future.

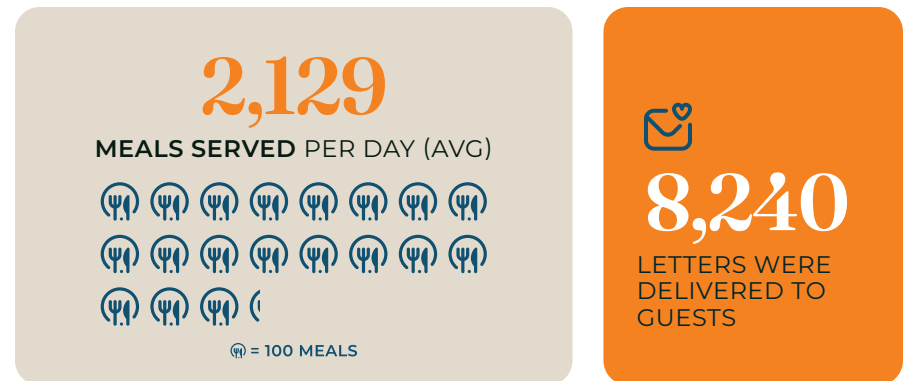
Day Programs

Description

When people don't have their own home, they also don't have access to their own kitchen, their own pantry with their own favourite foods, their own toilet or shower, nor do they have their own washer or dryer. These items and how much they do for us can easily be taken for granted.

By providing these essentials to help people access food and hygiene, we are improving people's quality of life – if only marginally. Our programs not only provide access to basic human needs, but they're also intended to help people lift out of a survival state and to have the ability to think about their next step: finding a home.

Outputs & Outcomes



Challenges & Learning

We continue to make strong efforts to ensure our meal planning is structured in alignment with the Canada Food Guide. One major adjustment we made was offering fresh water instead of juice, which reduced unnecessary sugar. In addition, we've made a concerted effort to incorporate donated food into our meals, when safe to do so, which has made improvements to our meal planning, budget, and storage.

Trends

Compared to last year, we've seen a 14% increase in people accessing only our Day Programs and not actually sleeping in our emergency shelters. This amounts to a total of 3,243 people who checked in with us but did not use our emergency shelters, the majority of whom are joining us because they need access to food.

How You Can Help

We are always seeking more help in our kitchen! If you're interested in joining us, you can sign up to volunteer at calgarydropin.ca/volunteer.



Impact Story

We met a guest, we'll call him "Gordon", with severe memory deficits who was very independent and an excellent advocate for himself, yet there were concerns about his ability to live independently.

One of our Housing Coordinators met with Gordon, and they were struck by his ability to express himself and his needs. We had previously made assumptions based on Gordon's medical information and assessments. Yet, people are more than their assessments. Our Housing Coordinator, Health Team, and Gordon developed a plan to try living independently in one of our DI Housing Buildings.

The beauty of this building is that it has 24/7 concierge onsite so a staff member is always there to help. After we developed a plan to set up the supports that he would need, including Homecare and Meals on Wheels, a move-in date was set. Gordon moved in right before Christmas 2025 and is doing very well, largely because our team took the time to look beyond his initial assessment.

IV Urban Response

Description

Urban Response (previously Health Services) is made up of two core programs: the Episodic Medical Care Clinic (EMCC or the Clinic) and Rapid Response Team (RRT). Together, these services provide timely, accessible, and person-centered healthcare to guests facing barriers to mainstream health services.

EMCC is a nurse-led clinic that offers a range of episodic health services, including wound care, Sexually Transmitted and Blood-Borne Infections testing and treatment, medication support, phlebotomy, assessments, mental health supports, health education, and system navigation. RRT is staffed by nurses and paramedics who respond to medical emergencies, most commonly being drug poisonings. The RRT team provides on-site assessment and intervention, monitoring guests until they either stabilize or require transfer to acute care.

Both programs are supported by a social supports team, including Peer Support Workers, Mental Health and Addiction Navigators, and Social Workers. The team provides referrals to mental health support, recovery coaching, and further system navigation.

Episodic Medical Care Clinic	Monthly Average	Total Annual
Appointments/Interactions	1,654	19,845
Unique Persons Supported	93	1,117
Rapid Response Team	Monthly Average	Total Annual
Appointments/Interactions	854	10,249
Unique Persons Supported	159	1,913
Responses to Drug Poisonings	141	1,689

83%

REDUCTION IN DRUG-POISONING RELATED EMS CALLS
DUE TO OUR DEDICATED RAPID RESPONSE TEAM

Challenges & Learning

Our Urban Response programs achieved several meaningful wins that strengthened both clinical care and social supports for the people we serve. In addition to offering vaccinations, the clinic also saw increased engagement for the testing and treatment of STBBI in the past year.

The Rapid Response Team provided effective on-site care and intervention in Emergency Shelter despite a high volume of drug poisonings related to the toxic supply. The responsive care provided helped maintain a low EMS call volume this past year.

Our Funders & Partners

Our work would not be possible without our program funders:



We have also partnered with several passionate people and organizations who ensure we can offer the best care possible:

- NanoTess who donated wound care products and training
- University of Calgary Campbell Labs who offer diabetes screening
- The Alex Community Health Centre who provides physicians
- Mandel & Associates who provides psychiatric assessments
- Mint Health + Drugs: Blue Bottle who provides pharmaceutical support
- Urgo who donated wound care products

Trends

Compared to our last reporting period, we held roughly 22% fewer appointments in our clinic this year. However, we responded to more than twice as many drug poisonings (or a 109% increase) last year compared to the previous year.

▼ Recovery-Oriented System of Care

Description

Located within our main shelter building, our Recovery-Oriented System of Care (ROSC) is comprised of two programs: Withdrawal Management (WDM) and Recovery Transition (RT).

WDM provides short-term support for guests withdrawing from substances. Medical supports, including nurses and physicians, monitor and manage withdrawals with a focus on safety, dignity, and community-based care. WDM supports guests to identify the next step in their recovery journeys, based on guests' needs and goals. This may include connecting to internal DI programs or referrals to community treatment centres.

RT is a transitional program designed for guests who have completed a detoxification program – whether within ROSC or in the community – and are waiting for admission to a community treatment centre. A robust team supports guests with building recovery capital, enhancing coping mechanisms, connecting with housing, and working towards recovery goals.

ROSC builds strong partnerships in the community to offer services within the program and to support guests' community integration.



Demographics

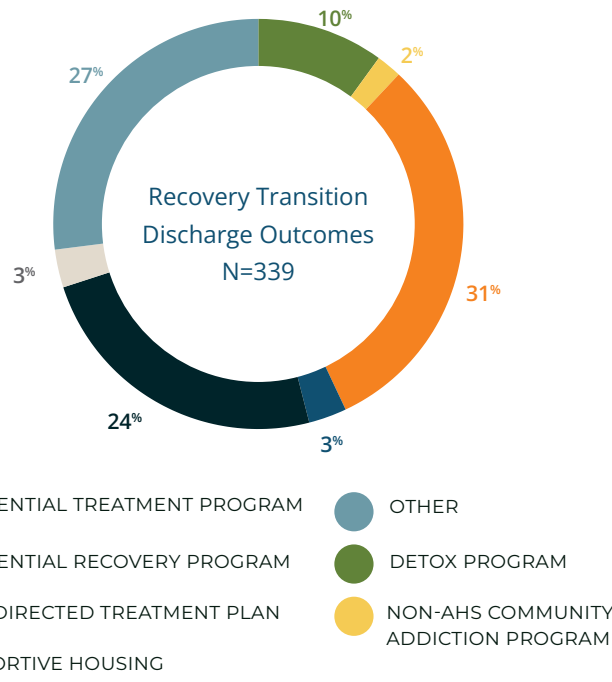
Of those who access the ROSC program, roughly 74% are men, 25% are women, and 1% identify as gender diverse.

Outputs & Outcomes

Program Participants



	MONTHLY AVERAGE	ANNUAL TOTAL
WITHDRAWAL MANAGEMENT ADMISSIONS	58	691
RECOVERY TRANSITION PROGRAM ADMISSIONS	28	339



Challenges & Learning

Recovery looks different for everyone, and this year continued to reinforce how important it is to meet people where they are. While fewer guests accessed Withdrawal Management and Recovery Transition compared to the previous year, those who did often arrived with complex needs and benefited from more focused, individualized support.

One of our key learnings was the value of slowing things down and going deeper. By spending more time with each guest, ROSC teams were able to strengthen relationships, provide consistent encouragement, and support guests to stay engaged with their recovery goals. In Withdrawal Management, more than half of guests completed their withdrawal stay, while nearly half of Recovery Transition guests completed the program – meaningful outcomes in a low-barrier, shelter-based setting.

Guest feedback continued to guide how the programs evolved. In addition to daily conversations and weekly house meetings in Recovery Transition, a Pulse for Good feedback unit was introduced within the ROSC program, allowing guests to share anonymous feedback in real time. This input helped shape small but meaningful changes to daily schedules, group activities, and programming, strengthening trust, transparency, and a sense of belonging.

Connection beyond the shelter also remained an important part of learning and growth. Community outings, including trips to

14 Days

AVERAGE TIME SPENT IN RECOVERY TRANSITION PROGRAM

the Calgary Zoo, TELUS Spark, movies, and partner led events, supported guests in rebuilding confidence, strengthening social connections, and reconnecting with the wider community. These experiences reminded us that recovery is not only about stability, but also about joy, creativity, and feeling part of something bigger.

Trends

Overall admissions were slightly lower than in the previous year by 6% for Withdrawal Management and 8% for Recovery Transition. Yet, engagement remained strong and outcomes reflected thoughtful, person-centred care.

In Withdrawal Management, guests were supported through short-term, medically supervised stays, with more than half completing their withdrawal episode. Recovery Transition supported guests through longer stays focused on building recovery skills and planning next steps. More than 7 in 10 guests left Recovery Transition with a clear recovery or housing pathway, including transitions to residential treatment, detox programs, self-directed recovery plans, and supportive housing.

Trauma-Informed Care

We provide low-barrier, judgement-free support to anyone who needs it, and many ROSC staff and volunteers have lived experience. The team is strengthened with peer support workers, recovery coaches, nurses, and medical professionals who help folks safely withdrawal from substances, connect with others, and heal in a way that feels right for them. We include art therapy often and we're all proud of the artwork that's been created from guests of this program as well as the incredible progress people make every day.



Impact Story

A 24-year-old guest, we'll call him "Jonathan", living with substance use and housing instability, sustained a Grade 3 cold injury to his right hand and was initially seen in the nursing clinic. We helped him understand the seriousness of the injury and he was referred to hospital for urgent treatment. Due to a severe needle phobia, he was unable to remain in hospital at that time and returned to the shelter without receiving definitive care.

Approximately one week later, Jonathan returned and began to re-engage with the nursing clinic. Although he continued to experience significant pain, he asked for support. The nursing team provided consistent wound care and coordinated care with Alex Community Clinic partnership physicians, who supported him with pain management, antibiotics, and the initiation of opioid agonist therapy. Over time, a foundation of trust and safety developed between the guest and the care team, and a noticeable shift occurred.

During wound care visits, he began to sing and play his guitar. The nursing clinic became a space where he felt safe, respected, and understood, not defined solely by his injury or substance use.

Not long after, he made the decision to enter Withdrawal Management and Recovery Transition at the DI. He has since been successfully housed, marking a significant milestone in his ongoing recovery. Today, he is exploring educational opportunities and career options in the Recovery and Addictions sector.

VI Housing Supports

Description

Based out of the main Emergency Shelter, our Housing team works with all shelter guests to help them with rental searches, subsidized housing applications, and referrals through Coordinated Access & Assessment (which is the process used via Calgary Homeless Foundation to streamline housing needs throughout the system of care). The main goal of our Housing Program is to find safe, affordable and sustainable housing that meets the needs of our guests.

Outputs & Outcomes

	Monthly (Average)	Annual Total	Percentage of Annual Total (N=581)
Total # of housing placements	48	581	N/A
Independent living placements	41	495	85%
DI Housing placements	1	12	2%
Supportive Housing placements	3	38	6.5%
DI placements via Coordinated Access and Assessment (CAA)	3	36	6%

Challenges & Learning

We faced two significant challenges this past year. The first is the lack of affordable, deeply affordable, and supportive units that best fit the needs of our guests. The second is the increasing complexity of the unique situations faced by the people we serve.

We learned that slow and consistent is often the best way to get positive results. How do we support individuals whose needs are high? With consistency, patience, celebrating small achievements, and by listening. Some of this year's biggest wins have been

achieved by the teams taking things slowly and truly putting “meeting people where they are at” into practice. This means that everyone’s pace is different and acknowledging that. It takes an understanding that the current system of care requires a “think outside of the box” approach to find a way to make the system work for someone. This takes time.

581

HOUSING PLACEMENTS WHERE FOLKS MOVED OUT OF HOMELESSNESS AND INTO THEIR OWN HOME

Trends

Despite the low vacancy rate and increasing needs of the unhoused population, we were able to find housing 12% more often this reporting period compared to the 2024-2025 reporting period, and 47% more often compared to the 2023-2024 reporting period.

How You Can Help

Partner with us. Landlords, property managers, and housing providers who are open to working with individuals new to homelessness or transitioning out of homelessness helps create real pathways to stability. Flexible, compassionate housing options make a measurable difference.

Please email landlords@thedi.ca for more information.

VII Affordable & Supportive Housing Portfolio

Description

The Affordable & Supportive Housing Program operates out of three DI mixed-market residential buildings, where we bridge the gap between shelter and independent living. To ensure our residents don't just stay housed but thrive, our program focuses on five holistic areas: financial health, physical health, mental health, community engagement, and life skills while maintaining a safe, clean home.

Challenges & Learning

This year we focused on how to better incorporate trauma-informed service delivery practices into our operations.

For example, we recognized that for some people, an unexpected visitor could activate a trauma response. In response, we implemented a new Notice of Entry protocol. Instead of just posting a generic slip on the door, the team provides clear, non-threatening communication. The notice explains who is coming, what they are doing, how long they will stay, and helpful tips for getting the work or preparation completed. We truly listen to our residents and a lesson we continue to learn is what trust looks like for each of our residents and how to better build healthy rapport.

When respected, residents are more likely to allow repairs and home visits to happen, and they are more likely to attend community events. All of this translates to increased housing stability.



👤 Impact Story

One of our residents, we'll call her "Liv", spent years navigating chronic homelessness and living out of a 2x2 locker in our main emergency shelter. Liv continues to show us what it means to truly "thrive."

Liv moved into one of our residential buildings and it offered her more than safety; it offered her a canvas. Drawing on her incredible eye for design, she has transformed her apartment into a "70s chic" sanctuary. The space is a vibrant reflection of her personality. One of our staff members recalls having had the privilege of being brought into Liv's creative process when she was asked to provide input on the color palette for Liv's centerpiece couch. This was a moment that highlights the genuine relationships built between the staff and residents.

Her impact hasn't stopped at her own doorstep. Liv now helps others transform their spaces with thoughtful interior design. She has also donated artwork to the common room, offers neighbours design tips, and continues to foster a sense of pride throughout the building.

Watching a tenant move from the confinement of a locker to the freedom of a "70s chic" home is why we do this work. Liv isn't just a tenant, she is a mentor, artist, and a caring neighbour who makes our community more beautiful.

B Free Goods Program

Description

The Free Goods Program collects and redistributes a wide range of donated goods including furniture, household items, food, clothing, hygiene products, and technology. These donations serve two critical purposes:

- Furnishing homes for low-income Calgarians including those exiting homelessness and other vulnerable populations, and
- Providing essential supplies (food, linens, hygiene products, etcetera) that keep the DI's emergency shelters and affordable housing buildings operating.

This multi-award-winning program diverts items from landfills whilst supporting both housing stability and the DI's emergency shelter, housing, health, recovery, and administrative services.

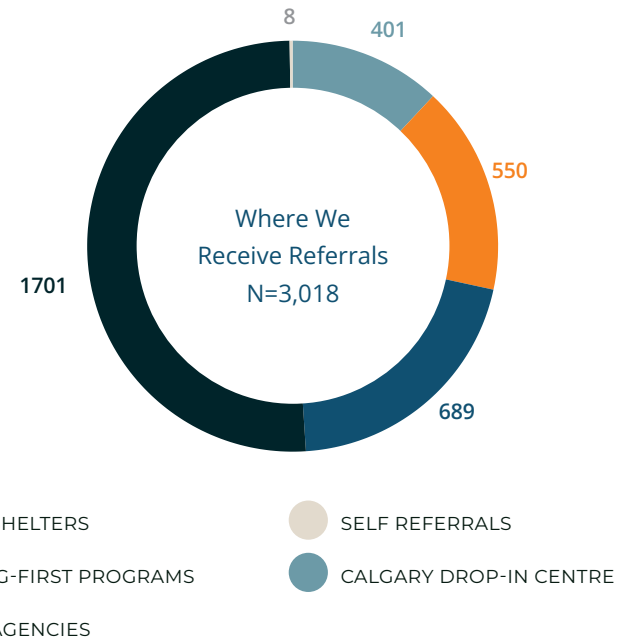
Outputs & Outcomes

★ Wins

- Distributed over 860,000 items of furniture, household goods, and essentials to more than 18,000 Calgarians.
- Accepted referrals from 127 partner agencies serving Calgary's most vulnerable populations.
- Generated \$2.1 million+ in annual operational savings through gift-in-kind donations that support emergency shelter operations and other agency needs, including food (\$1.3M), clothing and linens (\$600K), hygiene products (\$102K), maintenance supplies (\$50K), IT equipment (\$25K), PPE (\$15K), and administration supplies (\$5K).
- Shared excess donated goods with other non-profit agencies, acting as a distribution hub for the sector. Since April 2025, 31 groups have placed 97 orders and received 73,926 items.
- Received the 2025 City of Calgary Environmental Achievement Award.

Item Distribution

	MONTHLY AVERAGE	ANNUAL TOTAL
🏠 # HOUSEHOLDS SERVED	252	3,018
👤 # INDIVIDUALS SERVED	1,513	18,157
🪑 # ITEMS DISTRIBUTED	72,318	867,821
💻 # COMPUTERS DISTRIBUTED	17	208



Challenges & Learning

The program experienced unintended scope expansion due to referrals that were not fully aligned with our core mission. This increased demand on capacity and contributed to longer wait times, limiting timely access for the intended target population.

We adapted by reviewing referral sources to assess mission alignment and capacity impact. As a result, we discontinued referrals from 13 agencies serving populations with existing alternative supports. This adjustment realigned the program with its mandate, improved capacity management, and reduced wait times for priority populations.

Trends

We supported 16% fewer households and 11% fewer people this year compared to last year, which was because we made an intentional effort to scale back on the number of organizations with whom we partnered based on our mission. This was because we were too frequently running low on items for guests of our own programs. As of this year, all recipients of the Free Goods Program had been experiencing homelessness. Yet, despite working with slightly fewer households, we redistributed more household items than ever before, which is a 6% increase over last year and a 21% increase from two years ago.

How You Can Help

Kindly donate furniture, clothing, and other household essentials to our Free Goods Program located in our Donation Centre at 3640 11a St NE in Calgary. You can also learn more at freegoodsprogram.ca.



Impact Story

Kourtney, a long-time volunteer with the Free Goods Program, remembers a father who came in after gaining custody of his young daughter. He had recently secured housing, but his apartment was completely empty. No bed. No table. No chairs. He was deeply worried about not being able to provide a proper home for his little girl.

Through the Free Goods Program, he was able to gather the essentials he needed to start over.

“It’s a roof over your head, but it’s also the stuff in it,” says Kourtney. “A bowl to eat out of, a table to sit at, and a bed to tuck your child into.”

As he left, Kourtney could see the relief in him.

“His shoulders went from tense to relaxed,” she recalls. “He finally felt like he had a real home for his daughter.”

What's Upcoming in 2026-2027

The DI is nearing the middle of our 5-year strategic plan, and the coming year will surely bring changes (as is always the case for an organization working within an everchanging landscape of needs), but our mission will remain the same: working with community to end homelessness, one person at a time.

We will continue to refine our programs and services based on the needs of those we serve. We will continue to make any changes necessary based on evidence and current best practice. We will continue to be bold in the ways we improve flow within our programs. We will also continue to be strong advocates for systemic changes required to further our mission, whether through policy change, innovative community partnerships, or improving access to affordable and supportive housing. We will continue to meet the basic needs of people experiencing homelessness in Calgary with a steadfast focus on housing as the ultimate solution.

The structural and systemic causes of homelessness show no signs of slowing down. Our most vulnerable neighbours will continue to be most affected by the convergence of these societal stressors: population growth, the economic and mental health aftermath of the pandemic, the unrelenting housing unaffordability, the increasing toxicity of the drug supply, the effects of the deinstitutionalization of psychiatric care into community-based services, the generational impacts of colonization, to name a few. The sheer diversity of needs of people experiencing homelessness in Calgary can be intimidating.

The need for support is evident, and it is the responsibility of all to support those most in need.

As an organization working to solve homelessness, we commit to doing so with integrity and a clear focus. In fiscal year 2026/27, the DI commits to:

- working to better understand the population using our services and respond accordingly;
- continually improving workplace safety, wellness, and resilience of all staff members;
- proactively use data to inform our decision making, program development, and resource deployment;
- stewarding funds granted and donated to us effectively, ensuring responsible governance of all branches of the organization;
- configuring our physical assets to best realize our mission; and
- further embedding housing-focused best practices across our organization and working to integrate housing-focused standards beyond the DI.

We will continue to courageously lead the work to end homelessness one person at a time, and we invite you to join us on the journey.



“You didn’t just provide my son housing: you gave him stability.”

Former Guest's Parents

Employee Appreciation

Celebrating the People Who Bring Our Values to Life

At the Calgary Drop-In Centre, our work is carried forward every day by people who lead with compassion, dignity, and an unwavering commitment to community. Each year, the DI Values Awards give us the opportunity to recognize staff who embody these principles in action and whose impact is felt in every corner of our organization.

Award recipients are nominated by their peers and selected by a cross departmental committee, reflecting how widely their contributions are seen and valued. These individuals represent the very best of who we are, showing up for our guests and for one another with care, integrity, and purpose.



Employee Value Awards

This year's honourees are:

Respect Award

Abdul K., Security

Community Award

Amira D., Housing

Kindness Awards

Rob S., Shelter

Sarah F., ROSC

Wellness Awards

Dan P., Free Goods Program

Sierra G., Housing

Accountability Awards

Edinson S., IT

Shaun M., Shelter

Leadership Award

James V.H., Kitchen

Newcomer Award

Zee B., Agency Support

5-Year Service Awards:

Airenakhue A.

Ahmad A.

Wendy A.

Godfrey B.

Bill B.

Lorena C.

Ellah C.

Madison C.

Chloe D.

Brent G.

Xiomara G.

Emily G.

Sawsan H.

Linsey H.

Taylor L.

Rok M.

John M.

Jose M.

Sanny-Eric M.

Mary P.

Krista S.

Navjot S.

Danielle S.

Dale U.

Jeff W.

Samuel W.

Rachael B.

10-Year Service Awards:

Bernie B.

Barry M.

Ryan O.

Clare S.

20-Year Service Awards:

Rob S.



We also proudly recognize the many staff whose long-term service has helped shape the DI into what it is today. Their dedication reflects years of compassion, resilience, and leadership that continue to strengthen our community. To everyone recognized this year, thank you. Your work lifts our mission, strengthens our community, and makes the Calgary Drop-In Centre a place of hope, connection, and possibility.



**Our community
is helping people
find hope.**

Celebrating our Volunteers & Community Partners

Volunteer & Community Partner Values Awards

In dozens of different ways, we rely on volunteers and community partners each day across all our programs.

Our volunteers and practicum students contributed 42,642 **hours**, the equivalent of 22 additional full-time employees.

Our Volunteer and Community Partner Awards are an opportunity to recognize the incredible impact of our volunteers and partners throughout the year. These individuals and groups play a vital role in strengthening our community and supporting the people we serve, and this celebration is one way we express our gratitude for their ongoing commitment.

Together, we honour not only the award recipients, but the collective effort of everyone who helps make the Calgary Drop-In Centre a place of support, connection, and hope. Thank you all for your incredible contributions. We are truly grateful to you all.

Individual Recipients

Respect: **Gerald Bohme**

Kindness: **Danita Marshall**

Accountability: **Sheldon Cayer**

Wellness: **Benji Tanner**

Community: **Whitney**

Newcomer: **Mariia Pryimachuk**

Legacy: **Ariel Doiny**

Group Recipients

Respect: **Justin Havre Real Estate Team**

Kindness: **PwC**

Accountability: **Youth Central**

Wellness: **OPTIONS**

Community: **Robinson Family**

Newcomer: **Devon & Lang**

Legacy: **Sock Rocket**

Sustainability: **Amazon YYC4**

Giving Thanks to Our Donors

The generosity of our donors does more than provide critical support. It helps build a stronger, more connected community for those we serve every day.

Because of our donors, individuals facing barriers are met with compassion, dignity, and opportunities to move forward. From meals and shelter to wellness supports and pathways toward stability, these partnerships create spaces where people feel seen, valued, and supported.

At the heart of our work is the belief that community is built together. Every act of kindness, every contribution, and every show of support remind our guests and program participants that they are not alone. Thank you for standing beside us and helping create a community where hope, belonging, and opportunity can grow for everyone.



CORPORATE DONOR

Our support for the Calgary Drop-In Centre is driven by the belief that everyone deserves safety, dignity, and the opportunity to rebuild. Their work addresses immediate needs while creating pathways to stability, which strongly aligns with National Bank's commitment to strengthening our communities.

NATIONAL BANK



INDIVIDUAL DONOR

I have always been fortunate to work in a great industry all my working life that is the backbone of Alberta & Canada's economy. Some years ago, my age qualified me to receive my Canada Pension. While I continue to work and don't need my Canada Pension, I can control who does get to spend it.

I decided to give my pension to organizations that have been lasting and are there for a wide number of reasons. I was also guided by the belief they make a large impact in our community but are often overlooked by the larger giving community.

The Calgary Drop-in Centre is at the top of my list and will remain there regardless that I also have others on that list.

EDITH WENZEL



FAMILY FOUNDATION

We support the Free Goods Program because we can see the tangible difference it makes, not just for individuals, but for so many organizations across Calgary that rely on it. It's a privilege to live near the DI and witness the impact firsthand, helping create and sustain homes for people who may not otherwise have that opportunity.

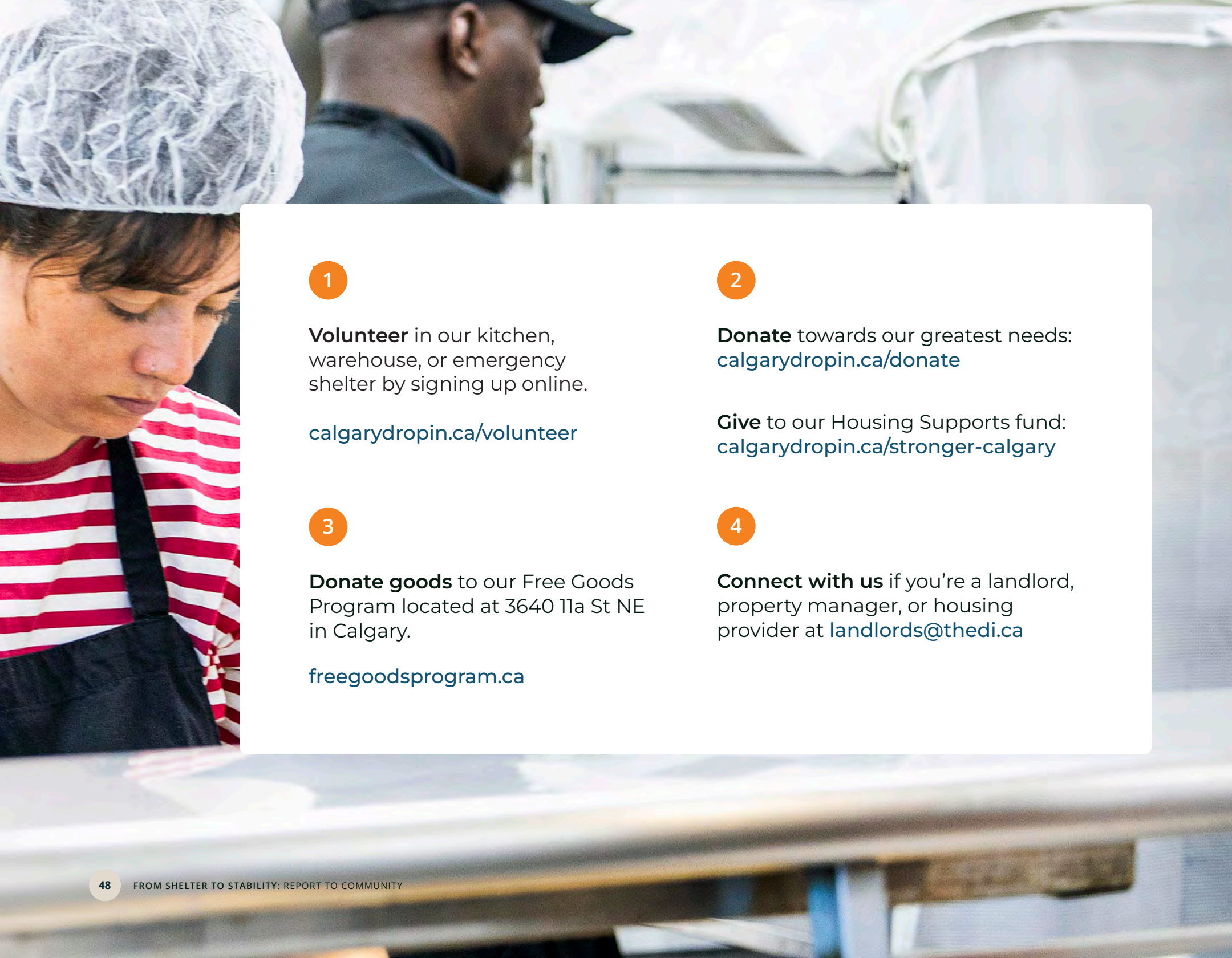
HOPE AND ASPIRE FUND



How to Help

Join our mission and be part of the solution.

The Calgary Drop-In Centre continues to see high numbers of new people requiring support. For example, each month we help an average of 48 people exit homelessness and achieve their housing goals. Yet, at the same time, we're seeing an average of 87 (and sometimes as many as 150) new people per month.



1

Volunteer in our kitchen, warehouse, or emergency shelter by signing up online.

calgarydropin.ca/volunteer

3

Donate goods to our Free Goods Program located at 3640 11a St NE in Calgary.

freegoodsprogram.ca

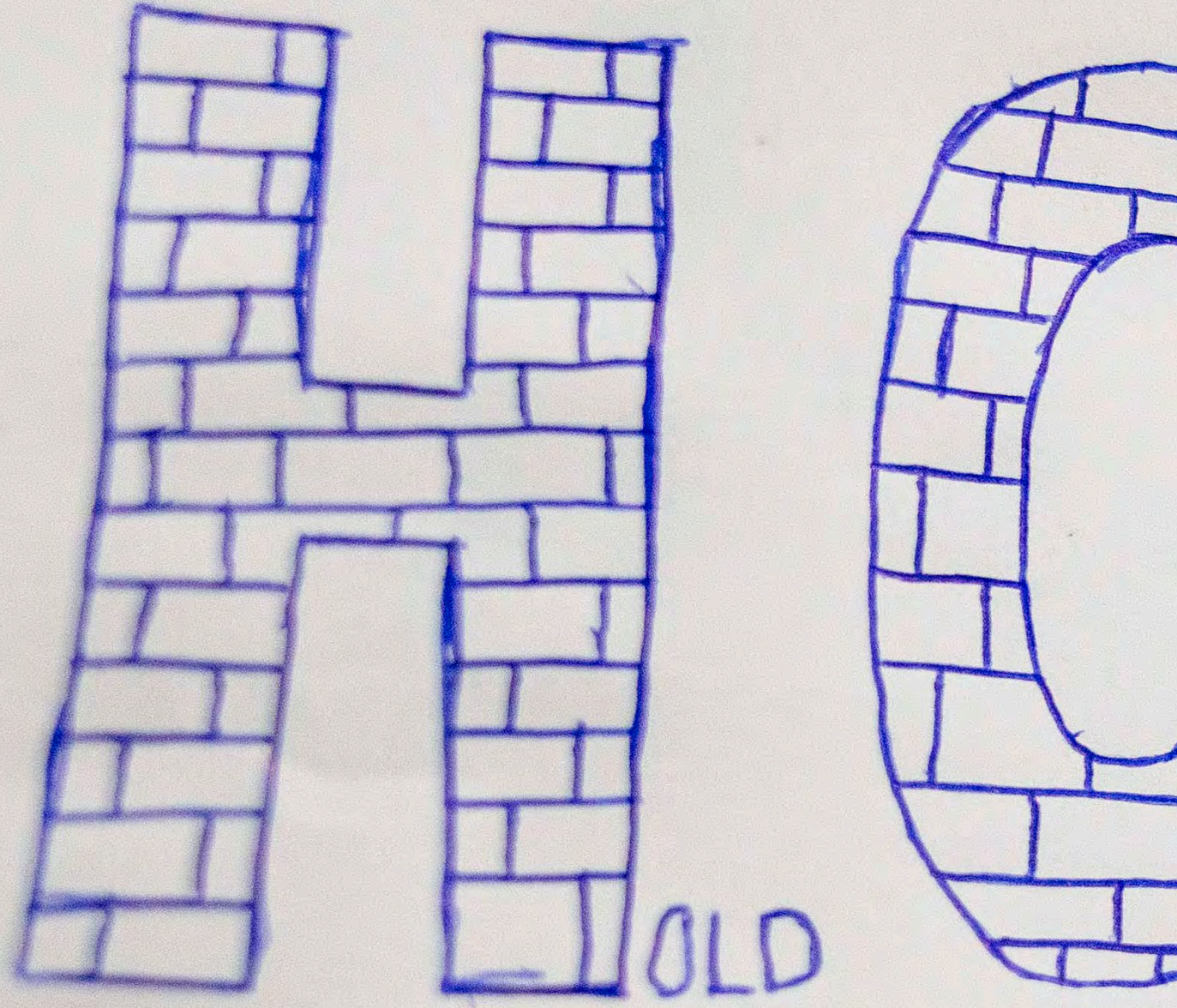
2

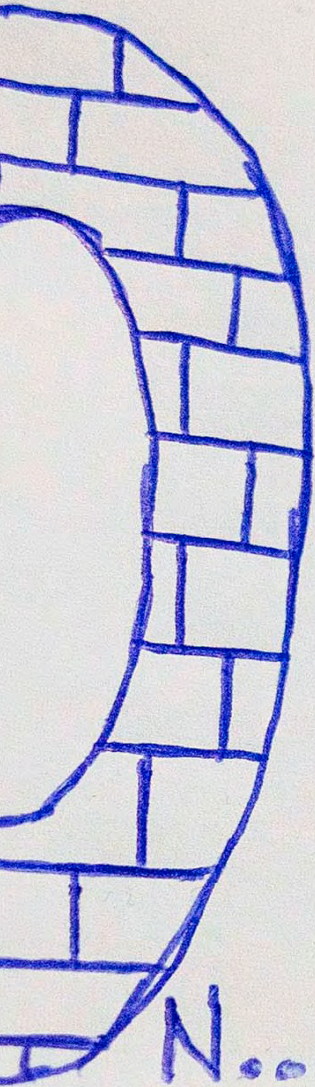
Donate towards our greatest needs: calgarydropin.ca/donate

Give to our Housing Supports fund: calgarydropin.ca/stronger-calgary

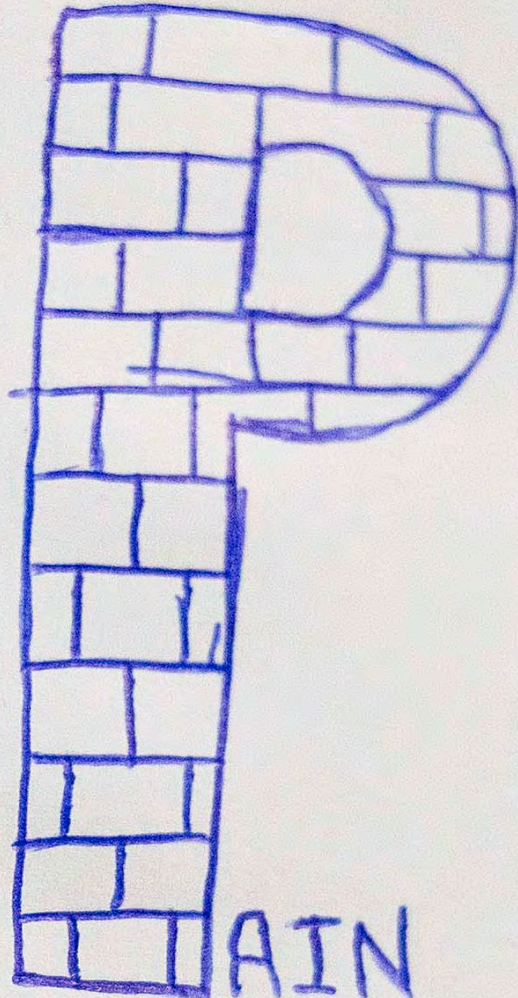
4

Connect with us if you're a landlord, property manager, or housing provider at landlords@thedi.ca

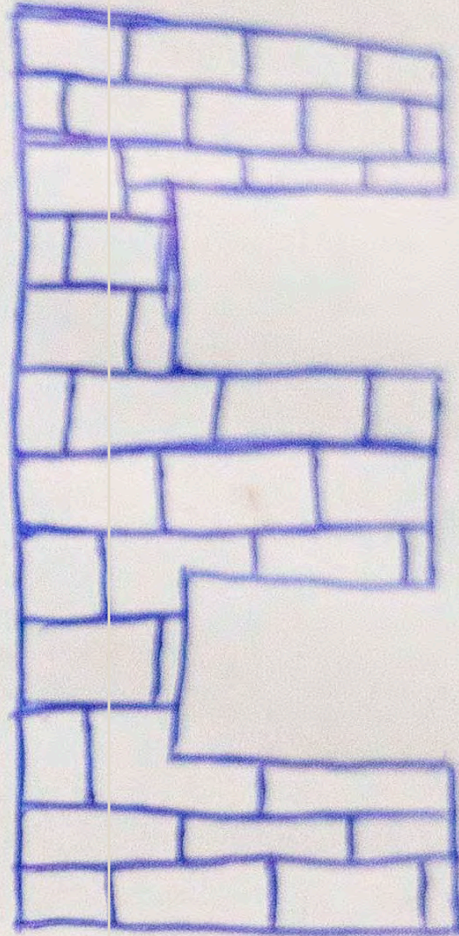




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INDS!

JR.

Together, we can build a stronger Calgary.



Calgary Drop-In Centre

1 Dermot Baldwin Way SE
Calgary, Alberta T2G 0P8



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community@thedi.ca



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